



EMERGENCY COMMUNICATIONS DEPUTY DIRECTOR

DEPARTMENT: Fire/Emergency Communications

NATURE OF WORK:

Performs responsible managerial, supervisory, technical, and administrative work in the daily operations of the Emergency Communications Center which dispatches calls to Police, Sheriff, Fire, Emergency Medical Services, Animal Control, Game Warden, and JCSA personnel, usually in response to emergency situations. Oversees the work of the Emergency Communications Shift Supervisors. Works under the managerial direction of the Emergency Communications Director.

ESSENTIAL FUNCTIONS OF THE JOB:

Manages the daily operation of the Emergency Communications Center. Supervises the work of Emergency Communications Supervisors and Emergency Communications Officers. Ensures adequate staffing for all shifts.

Ensures the various systems within the 911 operation are maintained and operating properly. This includes but is not limited to the Emergency Notification System (ENS), CAD system updates, building security system, Call Processing Equipment (CPE), and 800 MHz radio system.

Oversees the QA/QI process including review of CAD reports, recordings, and other reports to gather statistics regarding the proper handling of all telephone calls and radio transmissions.

Oversees the development of training programs and the training of new Emergency Communications Officers. Establishes and maintains Standard Operating Procedures Manual.

Practices effective communication with staff and coworkers. Resolves conflicts and provides guidance and coaching as necessary. Keeps staff informed of any issues related to the management of the operation or assigned functions.

Fosters a harmonious, respectful work environment and effective working relationships among staff. Models appropriate workplace behavior that reflects the values of James City County and the Fire Department. Initiates and recommends personnel actions including employee selection, performance evaluations, counseling statements, and disciplinary actions.

Participates as a member of the Fire Department's management team to achieve the goals and objectives of Emergency Communications and the Department. Keeps Emergency Communications Director informed of any issues related to the management of the operation.

Acts as a liaison between Emergency Communications, the Fire Department, and the Police Department; resolves concerns or complaints regarding Emergency Communications.

Assists the Emergency Communications Director with a variety of management duties, such as planning for future expansion and growth of the operation, developing Standard Operating Procedures, and developing the annual budget.

Ensures proper scheduling occurs for the Emergency Communications Center.

Responds to the Emergency Communications Center during times of emergency during off hours.

Represents the Emergency Communications Center in professional organizations.

Attends seminars and workshops to maintain job proficiency.

Promotes and ensures proper employee training and compliance with the County safety program and departmental safety procedures; includes ensuring that all equipment, materials, and work conditions are adequately maintained to prevent accidents.

Performs other related duties as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are primarily performed in the Emergency Communications Center. Travel to remote sites may be required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable working knowledge of operating an enhanced 911 system and computer-aided dispatch system.

Considerable knowledge of the geography of the County and location of significant buildings and landmarks.

Considerable working knowledge of CAD management and radio system.

Maintain CPR and VCIN certifications.

Ability to plan and supervise the work of others and provide effective feedback and guidance.

Ability to speak distinctly, and clearly.

Ability to understand and follow directions.

Ability to make accurate and quick decisions in emergency situations.

Ability to maintain composure and courtesy to deal effectively with the public, staff, and other agencies.

Ability to mentor supervisory staff.

MINIMUM QUALIFICATIONS:

Requires Associate's degree in Public Administration, Business Management or related field, preferably supplemented by course work in employee supervision and management; Bachelor's degree preferred; extensive supervisory experience in emergency communications; considerable knowledge of 911 Public Safety Answering Point Management, and good technical working knowledge of modern computer-aided dispatch software systems and related technologies; or any equivalent combination of acceptable education and experience providing the knowledge, abilities, and skills cited above.

Date: June 2009

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Emergency Communications Deputy Director
Department: Fire

Position Number: 458
Division: Emergency Communications

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- ☒ Ability to reason and make judgments
- ☒ Ability to understand and follow oral instruction
- ☒ Ability to understand and follow written instruction
- ☒ Ability to guide and/or give instructions
- ☒ Ability to make decisions in accordance with established procedures and policies
- ☐ Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- ☒ Answer telephone, radio or switchboard
- ☒ Communicating with County officials
- ☒ Communicating with general public
- ☒ Communicating with vendors
- ☒ Communicating with supervisors and/or with other employees
- ☒ Communicating with other via radio
- ☐ Not essential to job functions

2. Hearing/Listening:

- ☐ Ability to distinguish between different tones
- ☒ For communication with County officials, public, vendors, supervisors and/or other employees
- ☐ Not essential to job function.

3. Reading: (ability to read and understand text)

- ☒ Essential to job function
- ☐ Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- ☒ Ability to mentally perform accurate two digit calculations
- ☒ Ability to perform accurate calculations aided
by a calculator, adding machine or measurement device
- ☐ Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- ☐ Essential function
- ☒ Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input checked="" type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- ☐ Essential to job function
- ☒ Not essential to job function

Explain: _____

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift	✓						✓		
Push/Pull									
Hold/Carry	✓						✓		

Manipulation done from: ☐ ground to waist ☒ waist level ☒ waist to shoulder ☒ above shoulder
(Check all that apply)

Not essential to job function: ☐ Lift ☒ Push/Pull ☐ Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

Ladders

- ☐ Step stool
☐ 8' to 10' step ladder
☐ Extension ladder
☐ Other: _____
☒ Not essential to job function

Stairways

- ☐ 1 flight
☐ 2 flights
☐ 3 or more flights
☐ Other: _____
☒ Not essential to job function

Steps

- ☐ 1-2
☐ 2-3
☐ 3-4
☐ Other: _____
☒ Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

Duration (hours/day)							Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓						✓		
Sit						✓			✓
Walk	✓								
Run									

If walking or running, over what type of terrain? ☒ flat ☐ rough ☐ both

Not essential to job function: ☐ Stand ☐ Sit ☐ Walk ☒ Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- ☐ 0-5x ☐ 5-20x ☐ 20-50x ☐ 50+x
☐ Other: _____ ☒ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- ☐ 0-5x ☐ 5-20x ☐ 20-50x ☒ 50+x
☐ Other: _____ ☐ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- ☐ Peripheral vision
☐ Night vision
☒ Focus (distinctness or clarity)
☒ Color perception (discriminate between colors)
☐ Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: _____			

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